

# After Hours Quarterly Support Summary

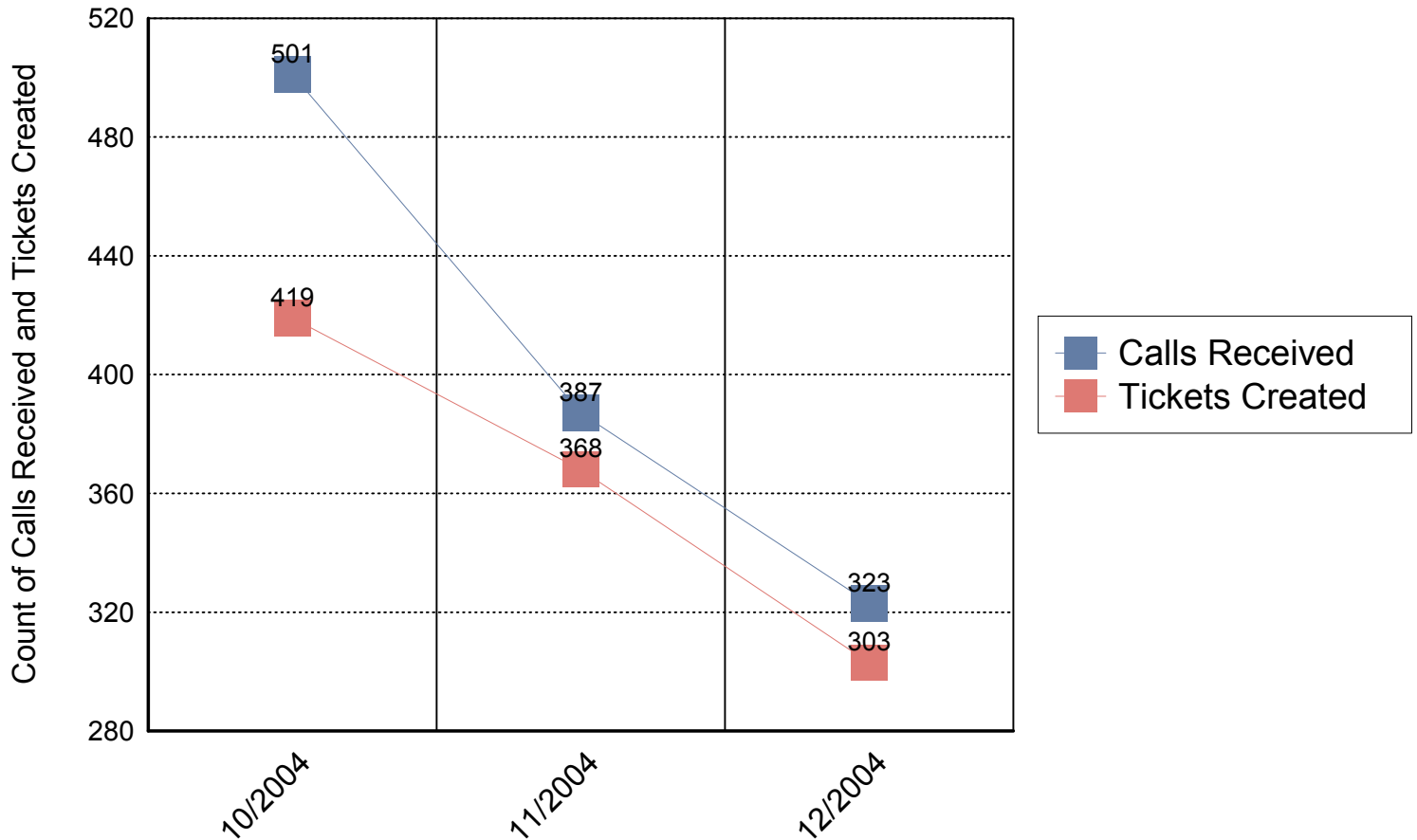
For Period October 01, 2004 to December 31, 2004

Snapshot Date: 1/18/2005

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls: 1,211  
Total Tickets: 1,090

## Calls Received and Tickets Created By Month



NOTE: Occasionally, a phone call does not produce a Remedy ticket (e.g. due to status callback, wrong number, etc.). This explains discrepancies in the calls versus the total number of tickets.

## After Hours Monthly Support Summary

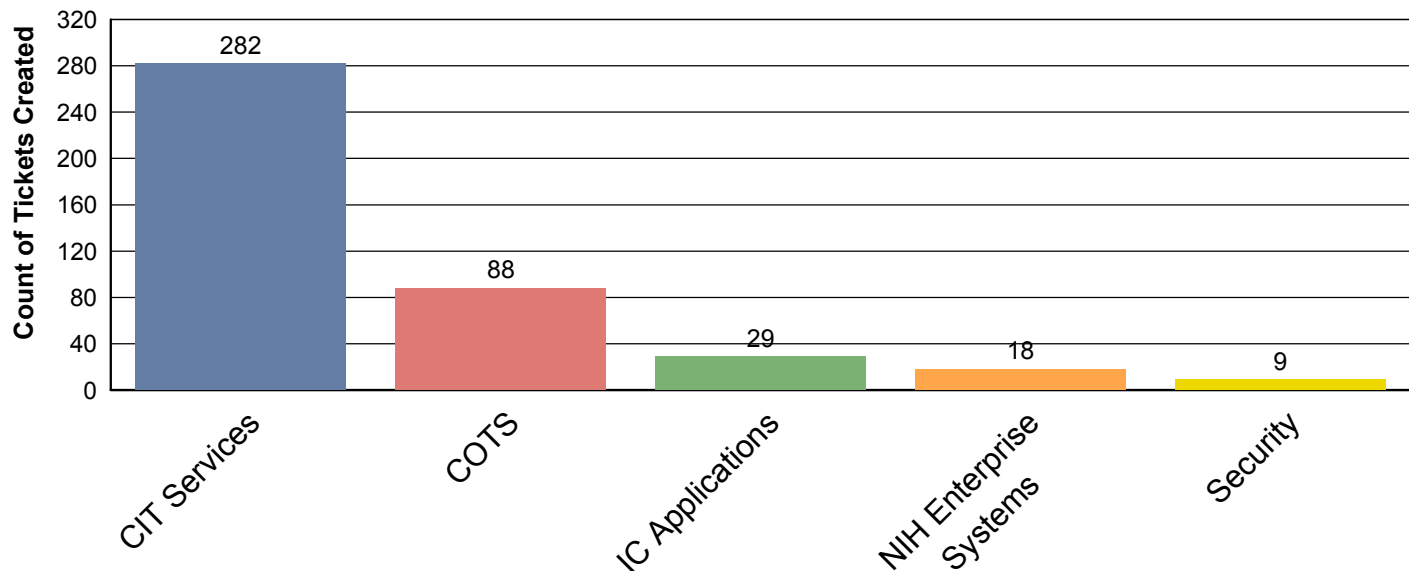
For Period October 01, 2004 to December 31, 2004

For Month of: 10/2004

Calls Received: 501

Tickets Created: 419

### Tickets Created By Category Summary

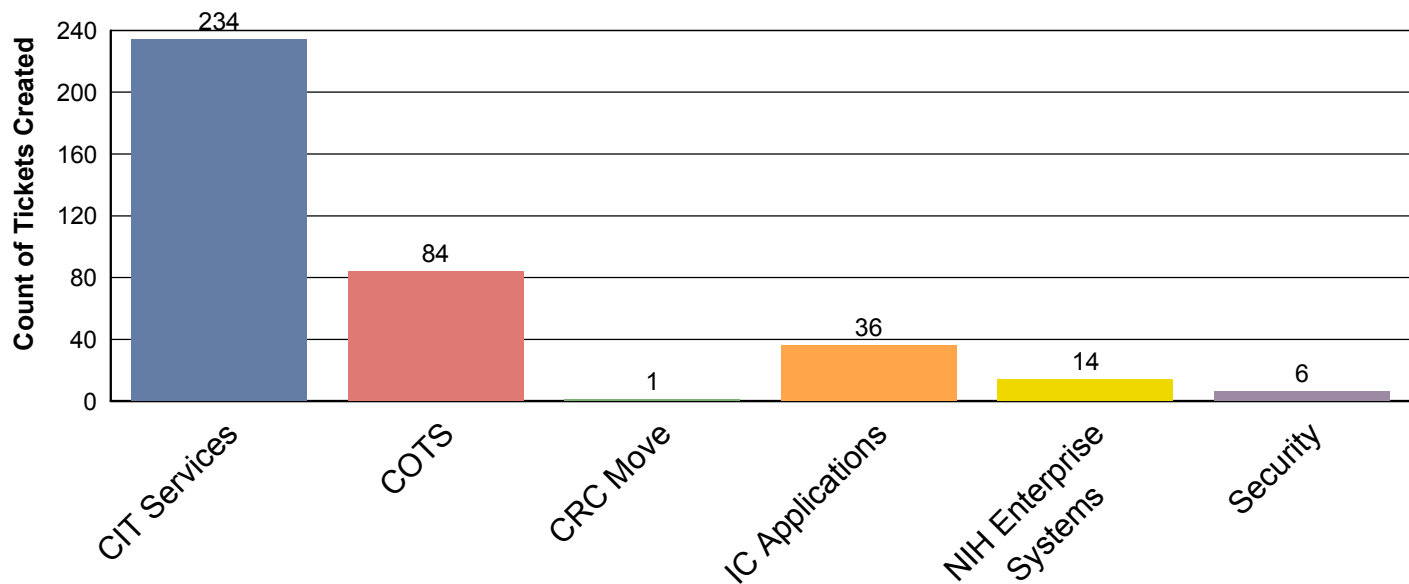


For Month of: 11/2004

Calls Received: 387

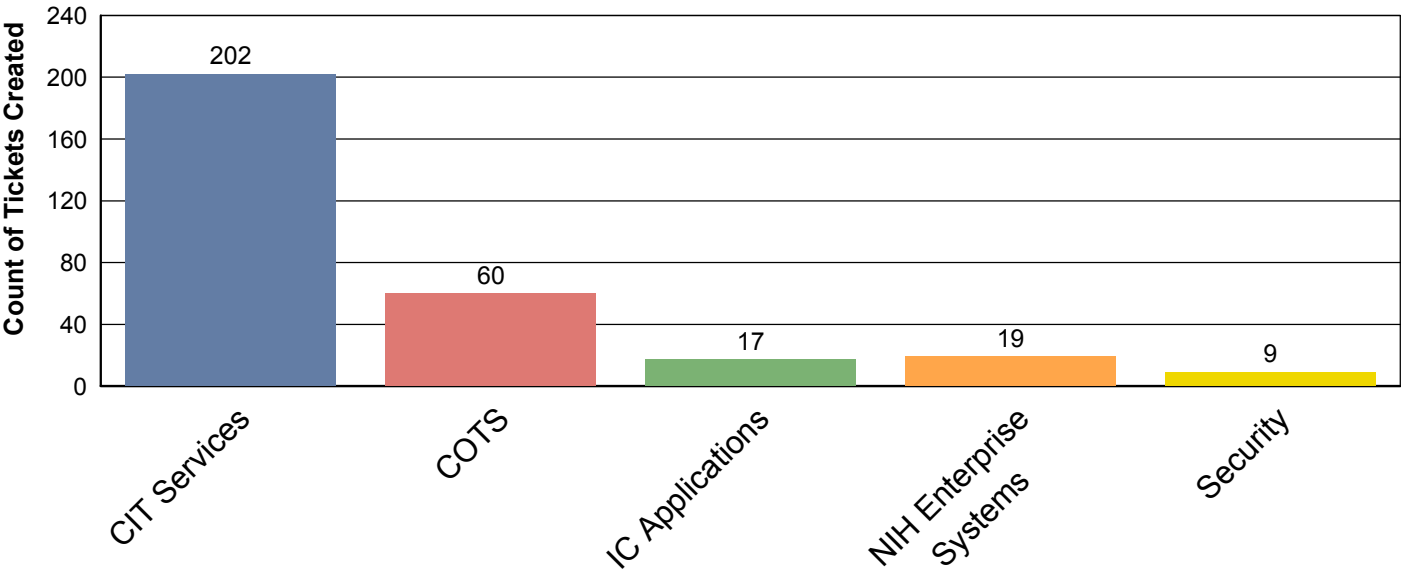
Tickets Created: 368

### Tickets Created By Category Summary



For Month of: 12/2004                      Calls Received: 323                      Tickets Created: 303

Tickets Created By Category Summary



Grand Total:  
Calls Received: 1,211  
Tickets Created: 1,090